



## Cabinet for Health and Family Services Division of Kentucky Electronic Health Information

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### *Policies – Information Technology*

**Category: 13 000.000**

**Category Title: DIVISION OF KENTUCKY ELECTRONIC HEALTH INFORMATION  
OBLIGATIONS: Service Level Availability**

**000.000 Policy Title: System Downtime-Scheduled and Unscheduled**

**Policy: KHIE System Downtime, Scheduled and Unscheduled**

The KHIE system shall have scheduled down time for KHIE's performance of system maintenance, backup and upgrade functions. The scheduled downtime period will be between 2:00 a.m. EST and 5:00 a.m. Eastern Standard Time (adjusted for daylight savings time) each Sunday.

Scheduled down time shall be defined as the time elapsed from the time that KHIE services are unavailable to fully perform operations to when the services become available to fully perform operations.

KHIE will maintain logs of system scheduled downtime and outages. These logs will be available to Participants and commercial labs upon request.

KHIE may, in its reasonable discretion, determine that maintenance is required outside this scheduled downtime period. In that event, KHIE shall give seventy-two hours advance notice of such required maintenance work. Any maintenance performed according to this notice shall be considered part of the scheduled downtime. Due to the contracts of the commercial laboratories, KHIE and the commercial laboratories shall mutually agree upon the scheduling of this required maintenance work.

KHIE will establish a software upgrade and version release approach that implements needed system maintenance and enhancements without introducing harm or problems to the operational system.

**Scope:** This policy applies to all Division of Kentucky Electronic Health Information and KHIE employees and contractors, including all persons providing contractor services.

**Policy/Procedure Maintenance Responsibility:** The Division of Kentucky Electronic Health Information is responsible for the maintenance of this policy.

**Applicability:** All Division of Kentucky Electronic Health Information and KHIE employees, contractors and vendors shall adhere to this policy.

**Exceptions:** There are no exceptions to this policy

**Review Cycle:** Bi-Annual

**Timeline:**

Revision Date:

Review Date: 1-16-2017

Effective Date: 6-15-2011